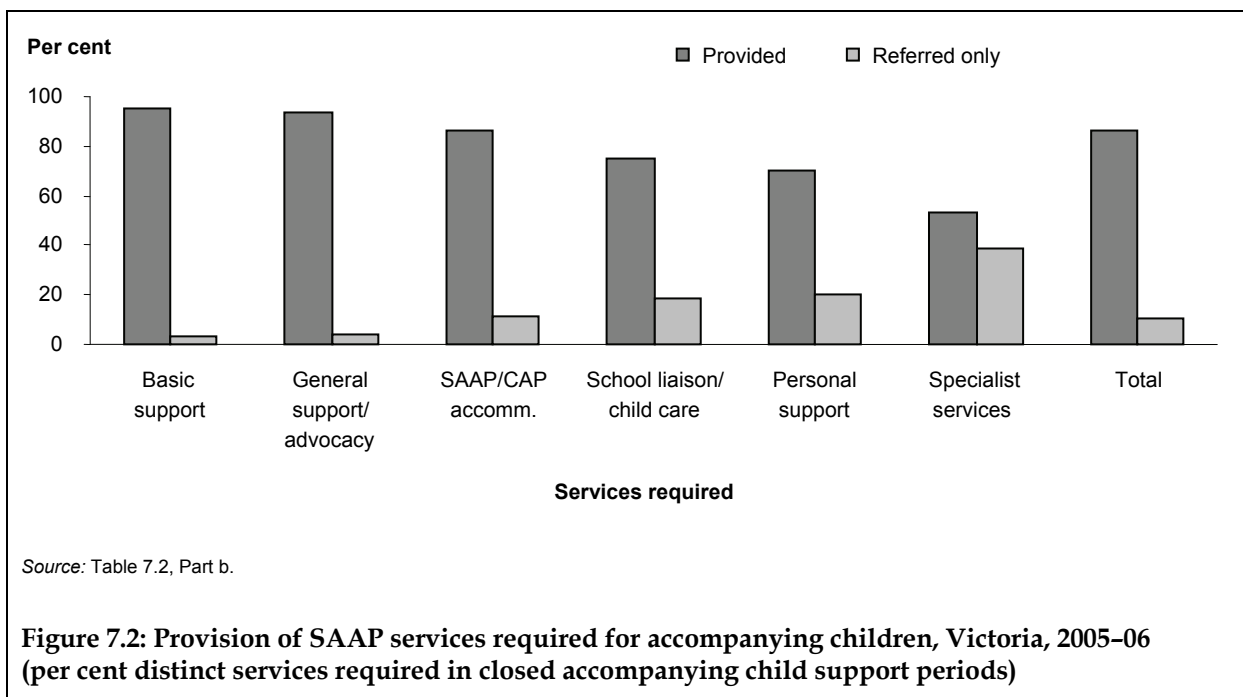
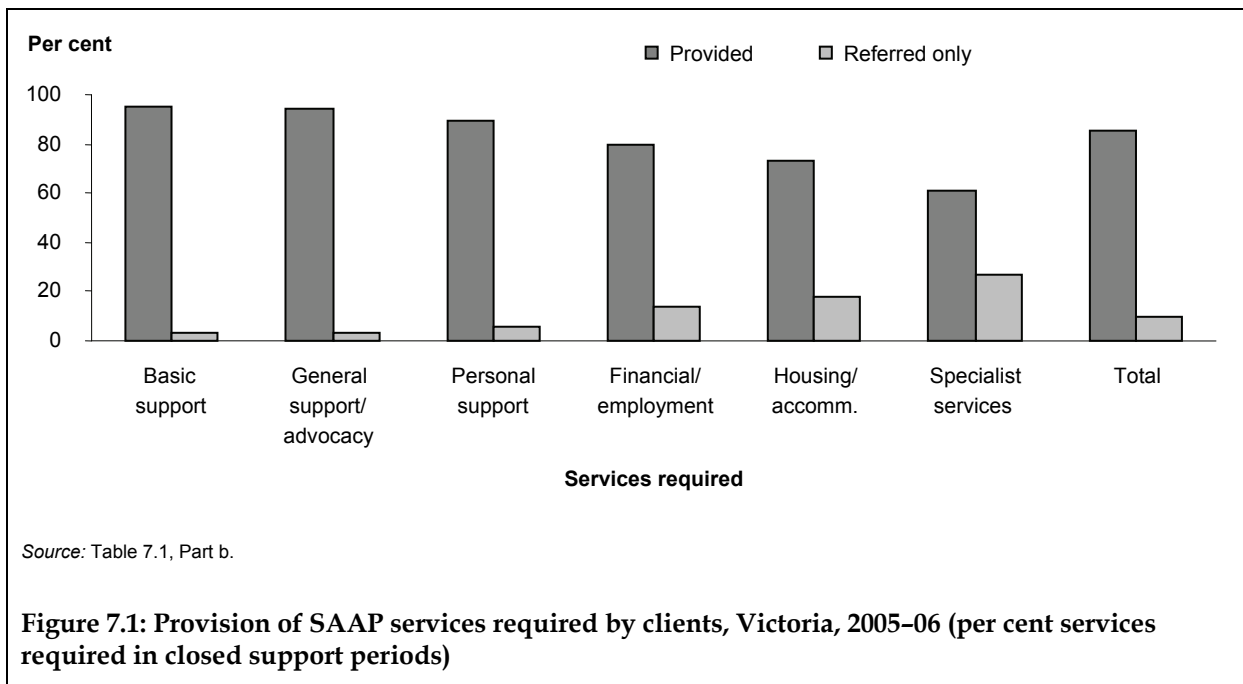


# 7 Meeting the needs of clients and accompanying children

## 7.1 Key charts



## 7.2 Tables

Table 7.1: SAAP services required by clients in closed support periods, by provision, Victoria, 2005–06

Part a: Individual types of services required in closed support periods, by provision (per cent closed support periods)

Type of service	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Housing/accommodation</b>								
SAAP/CAP accommodation	6.9	18.0	24.9	61.9	13.1	75.0	100.0	15,850
Assistance to obtain/maintain short-term accommodation	8.7	21.6	30.3	55.6	14.1	69.7	100.0	10,250
Assistance to obtain/maintain medium-term accommodation	11.7	19.0	30.7	54.9	14.4	69.3	100.0	7,150
Assistance to obtain/maintain independent housing	10.4	15.1	25.5	63.6	10.9	74.5	100.0	15,450
<b>Financial/employment</b>								
Assistance to obtain/maintain government allowance	6.8	19.0	25.8	59.0	15.2	74.2	100.0	4,150
Employment/training assistance	14.7	31.0	45.7	36.7	17.7	54.4	100.0	3,100
Financial assistance/material aid	4.0	9.8	13.8	74.9	11.3	86.2	100.0	27,750
Financial counselling and support	11.5	21.4	32.9	55.9	11.1	67.0	100.0	5,700
<b>Personal support</b>								
Incest/sexual assault	15.7	27.4	43.1	41.1	15.8	56.9	100.0	1,050
Domestic/family violence	5.2	7.9	13.1	77.8	9.1	86.9	100.0	11,400
Family/relationship	11.5	10.6	22.1	69.7	8.2	77.9	100.0	7,600
Emotional	2.5	1.5	4.0	92.8	3.1	95.9	100.0	26,400
Assistance with problem gambling	25.2	28.4	53.6	29.4	17.0	46.4	100.0	300
<b>General support/advocacy</b>								
Living skills/personal development	9.6	4.3	13.9	81.0	5.0	86.0	100.0	7,300
Assistance with legal issues/court support	8.5	18.4	26.9	53.5	19.6	73.1	100.0	6,150
Advice/information	0.9	0.6	1.5	90.8	7.7	98.5	100.0	42,150
Retrieval/storage/removal of personal belongings	5.8	5.3	11.1	83.9	5.1	89.0	100.0	5,050
Advocacy/liaison on behalf of client	1.7	3.2	4.9	88.0	7.1	95.1	100.0	27,000
<b>Specialist services</b>								
Psychological services	8.6	20.9	29.5	64.8	5.8	70.6	100.0	4,750
Specialist counselling	20.6	42.4	63.0	24.5	12.5	37.0	100.0	2,500
Psychiatric services	12.0	30.3	42.3	46.7	11.0	57.7	100.0	2,200
Pregnancy support	15.6	24.9	40.5	41.7	17.8	59.5	100.0	700
Family planning support	21.4	23.7	45.1	38.8	16.1	54.9	100.0	550
Drug/alcohol support or intervention	18.4	25.7	44.1	39.9	16.1	56.0	100.0	4,000
Physical disability services	20.6	38.3	58.9	23.0	18.2	41.2	100.0	250
Intellectual disability services	30.0	36.4	66.4	16.2	17.4	33.6	100.0	300
Culturally specific support	6.3	13.8	20.1	65.1	14.7	79.8	100.0	2,400
Interpreter services	4.2	12.6	16.8	72.3	10.8	83.1	100.0	800
Assistance with immigration issues	7.2	18.8	26.0	47.9	26.0	73.9	100.0	650
Health/medical services	9.3	30.1	39.4	46.8	13.8	60.6	100.0	6,600
<b>Basic support</b>								
Meals	1.3	3.9	5.2	90.5	4.2	94.7	100.0	7,700
Laundry/shower facilities	1.5	1.7	3.2	94.9	1.9	96.8	100.0	6,450
Recreation	2.6	4.1	6.7	89.8	3.5	93.3	100.0	5,400
Transport	2.4	2.1	4.5	93.1	2.4	95.5	100.0	9,200
Other	1.5	3.0	4.5	87.6	8.0	95.6	100.0	9,150

(continued)

**Table 7.1 (continued): SAAP services required by clients in closed support periods, by provision, Victoria, 2005–06**

**Part b: Broad types of SAAP services required in closed support periods, by provision (per cent distinct services required)**

Broad type of service	Not provided			Provided			Total	Distinct services required (number)	Assoc. closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation	9.1	18.0	27.1	60.1	12.8	72.9	100.0	48,650	31,500
Financial/ employment	6.2	14.0	20.2	67.7	12.1	79.8	100.0	40,700	31,700
Personal support	5.1	5.3	10.4	83.8	5.8	89.6	100.0	46,800	29,950
General support/ advocacy	2.7	3.2	5.9	86.1	8.0	94.1	100.0	87,650	47,250
Specialist services	12.2	26.5	38.7	48.5	12.8	61.3	100.0	25,700	15,000
Basic support	1.8	2.9	4.7	91.1	4.2	95.3	100.0	37,900	20,550
<b>Total (%)</b>	<b>5.4</b>	<b>9.6</b>	<b>15.0</b>	<b>76.0</b>	<b>9.0</b>	<b>85.0</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>15,500</b>	<b>27,650</b>	<b>43,150</b>	<b>218,500</b>	<b>25,750</b>	<b>244,250</b>	..	<b>287,400</b>	<b>63,350</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,341 (closed support periods with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.

**Table 7.2: SAAP services required for accompanying children in closed support periods, by provision, Victoria, 2005–06**

**Part a: Individual types of SAAP services required for accompanying children in closed support periods, by provision (per cent closed accompanying child support periods)**

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Accommodation</b>								
SAAP/CAP accommodation	2.0	11.6	13.6	74.5	11.9	86.4	100.0	5,550
<b>School liaison/child care</b>								
School liaison	6.9	7.9	14.8	74.6	10.6	85.2	100.0	1,650
Child care	6.8	31.3	38.1	47.2	14.6	61.8	100.0	1,300
<b>Personal support</b>								
Help with behavioural problems	9.3	24.0	33.3	48.7	18.0	66.7	100.0	1,200
Sexual/physical abuse counselling/support	16.6	36.6	53.2	33.1	13.8	46.9	100.0	300
Skills education	7.8	15.0	22.8	63.4	13.8	77.2	100.0	400
Structured play/skill development	6.7	10.7	17.4	71.8	10.7	82.5	100.0	750
<b>General support/advocacy</b>								
Access arrangements	6.8	25.9	32.7	52.5	14.8	67.3	100.0	650
Advice/information	1.8	1.4	3.2	88.3	8.4	96.7	100.0	3,050
Advocacy	1.8	2.4	4.2	88.2	7.5	95.7	100.0	3,350
<b>Specialist services</b>								
Specialist counselling	15.8	53.9	69.7	16.9	13.4	30.3	100.0	750
Culturally specific services	5.6	9.8	15.4	76.3	8.4	84.7	100.0	650
Health/medical services	3.5	45.7	49.2	37.4	13.4	50.8	100.0	1,100
<b>Basic support services</b>								
Meals	1.0	2.5	3.5	92.0	4.5	96.5	100.0	2,600
Showers/hygiene	1.5	1.3	2.8	94.7	2.5	97.2	100.0	1,800
Recreation	2.7	4.9	7.6	86.0	6.5	92.5	100.0	1,950
Transport	1.3	1.2	2.5	94.3	3.2	97.5	100.0	3,050
Other	0.8	9.8	10.6	68.8	20.6	89.4	100.0	1,800

(continued)

**Table 7.2 (continued): SAAP services required for accompanying children in closed support periods, by provision, Victoria, 2005–06**

**Part b: Broad types of SAAP services required for accompanying children in closed support periods, by provision (per cent distinct services required)**

Broad type of service	Not provided			Provided			Total	Distinct services required (number)	Assoc. closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
Accommodation	2.0	11.6	13.6	74.5	11.9	86.4	100.0	5,550	5,550
School liaison/ child care	6.9	18.2	25.1	62.6	12.3	74.9	100.0	2,950	2,650
Personal support	9.2	20.5	29.7	55.4	14.9	70.3	100.0	2,700	1,850
General support/ advocacy	2.3	4.2	6.5	84.9	8.6	93.5	100.0	7,050	4,900
Specialist services	7.7	39.0	46.7	41.2	12.1	53.3	100.0	2,500	2,050
Basic support	1.4	3.5	4.9	88.3	6.7	95.0	100.0	11,150	5,250
<b>Total (%)</b>	<b>3.4</b>	<b>10.6</b>	<b>14.0</b>	<b>76.3</b>	<b>9.7</b>	<b>86.0</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>1,050</b>	<b>3,400</b>	<b>4,450</b>	<b>24,300</b>	<b>3,050</b>	<b>27,350</b>	..	<b>31,800</b>	<b>9,800</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 14,689 (closed accompanying child support periods with no information on service requirements or provision). In 13,575 of these, 'no assistance' was indicated as required for the accompanying child.
2. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.3: SAAP services required by clients in closed support periods that were neither provided nor referred: broad type of service by client group, Victoria, 2005–06**

Broad type of service	Male alone	Female alone	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
								%	Number
<b>% unmet needs</b>									
Housing/accommodation	29.7	29.1	34.8	30.2	27.2	25.4	23.7	28.6	4,350
Financial/employment	19.6	15.9	13.3	15.9	15.1	13.7	11.4	16.2	2,500
Personal support	12.1	15.4	15.8	15.0	15.1	18.4	29.8	15.4	2,350
General support/advocacy	14.6	14.9	14.8	10.4	15.8	17.5	13.9	15.2	2,300
Specialist services	19.5	19.9	18.5	23.6	23.2	20.7	19.6	20.2	3,100
Basic support and services n.e.s.	4.5	4.9	2.7	4.9	3.7	4.4	1.6	4.5	700
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>15,300</b>
<b>Summary totals</b>									
Total unmet needs (%)	28.6	33.9	4.3	5.0	2.2	24.2	1.8	100.0	..
Total unmet needs (number)	4,350	5,200	650	750	350	3,700	250	..	15,300
Total closed support periods with unmet needs (%)									
Total closed support periods with unmet needs (%)	32.2	33.4	4.1	4.6	2.1	22.6	1.1	100.0	..
Total closed support periods with unmet needs (number)									
Total closed support periods with unmet needs (number)	2,000	2,100	250	300	150	1,400	50	..	6,250
Total closed support periods (%)									
Total closed support periods (%)	37.5	34.5	3.2	3.6	1.5	19.0	0.7	100.0	..
Total closed support periods (number)									
Total closed support periods (number)	23,550	21,650	2,000	2,300	900	11,900	400	..	62,700

*Notes*

1. Number excluded due to errors and omissions (weighted): 233 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 94 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 2,301 closed support periods (including closed support periods with no information on service requirements or provision).
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.4: SAAP services required for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Victoria, 2005–06**

	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
<b>Broad type of service</b>	<b>% unmet needs</b>					
Accommodation	25.8	11.5	9.0	—	10.2	100
School liaison/child care	25.8	7.7	19.2	—	18.8	200
Personal support	12.1	13.5	24.8	—	23.1	250
General support/advocacy	15.2	38.5	13.7	—	15.0	150
Specialist services	10.6	13.5	18.9	11.1	18.0	200
Basic support	10.6	15.4	14.4	88.9	14.9	150
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>1,050</i>
<b>Summary totals</b>						
Total unmet needs (%)	6.9	5.4	86.8	0.9	100.0	..
Total unmet needs (number)	50	50	900	<25	..	1,050
Total closed accompanying child support periods with unmet needs (%)	8.2	4.4	86.9	0.4	100.0	..
Total closed accompanying child support periods with unmet needs (number)	50	<25	500	<25	..	550
Total closed accompanying child support periods (%)	9.9	4.8	85.1	0.1	100.0	..
Total closed accompanying child support periods (number)	1,000	500	8,400	<25	..	9,900
Total closed support periods with accompanying children with unmet needs (%)	10.4	4.7	84.6	0.3	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	50	<25	300	<25	..	350
Total closed support periods with accompanying children requiring assistance (%)	10.5	5.6	83.8	0.2	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	550	300	4,400	<25	..	5,250

*Notes*

1. Number excluded due to errors and omissions (weighted): 10 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 7 closed accompanying child support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 14,744 closed accompanying child support periods (including closed accompanying child support periods with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 7 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 34 closed support periods with accompanying children requiring assistance.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

